Title: METHODS AND SYSTEMS FOR CUSTOMER RELATIONSHIP MANAGEMENT Inventors: Oumar Nabe et al. Application No.: 09/828,414 Attorney Docket No.: 17207-00009

Attorney: Daniel M. Fitzgerald; Phone (314) 621-5070

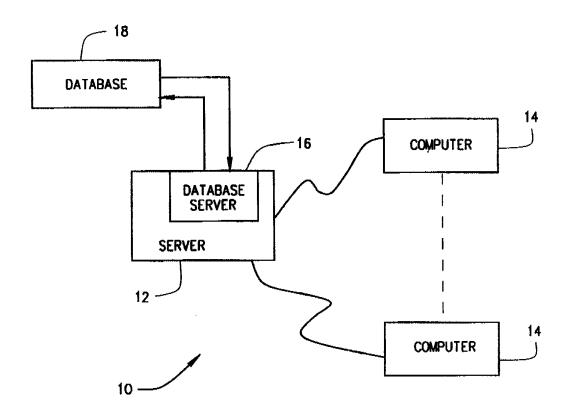
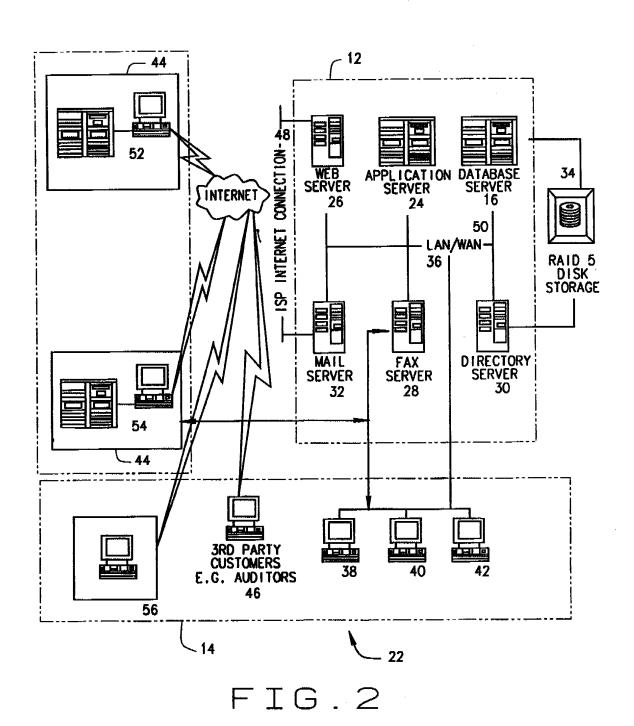


FIG.1

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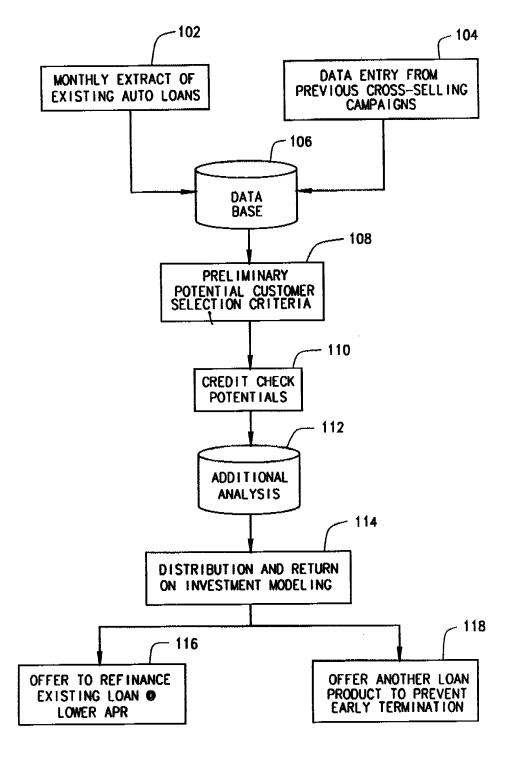
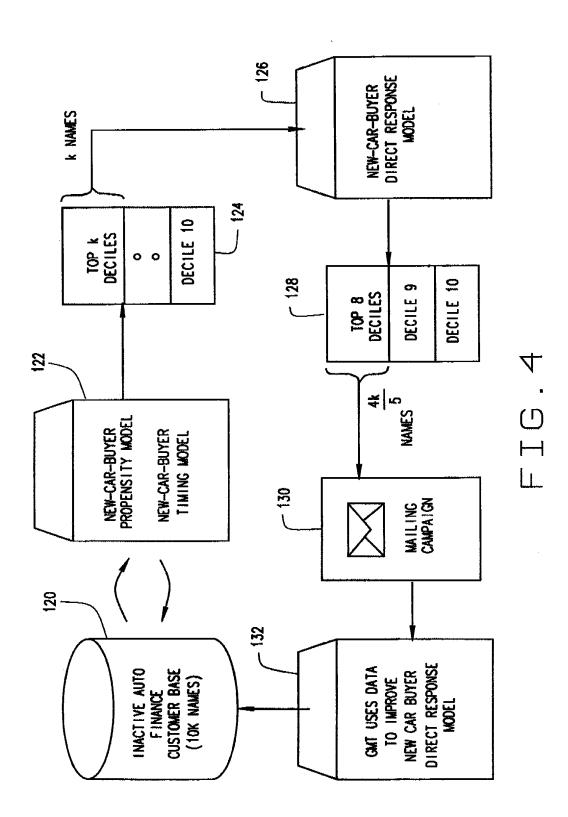


FIG.3

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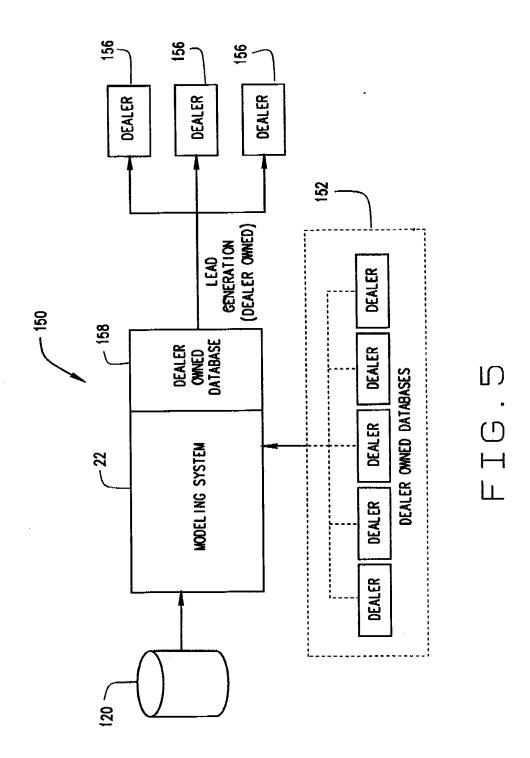
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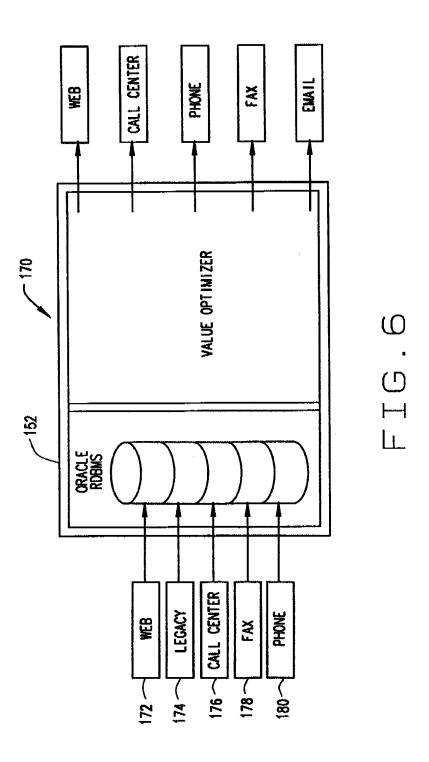
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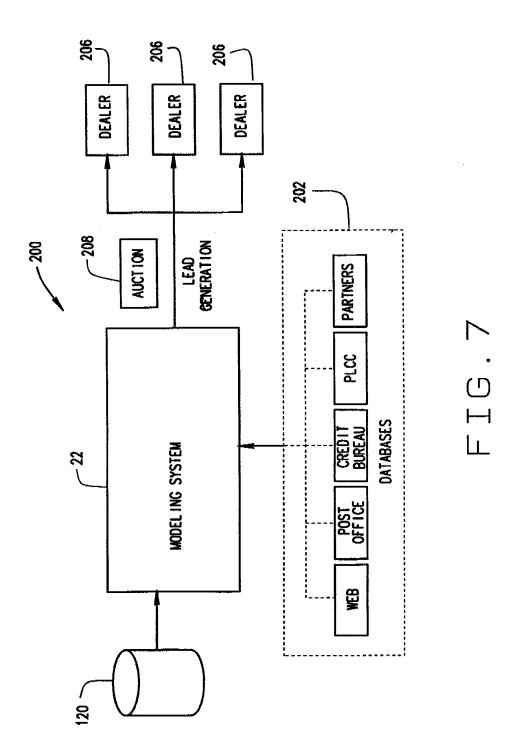
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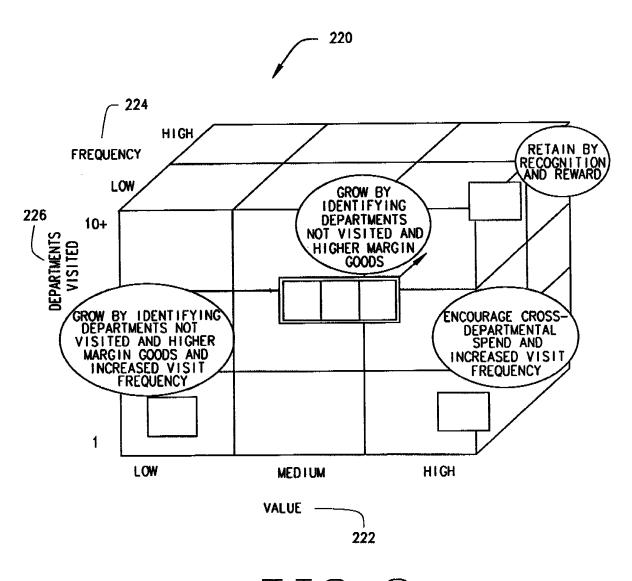
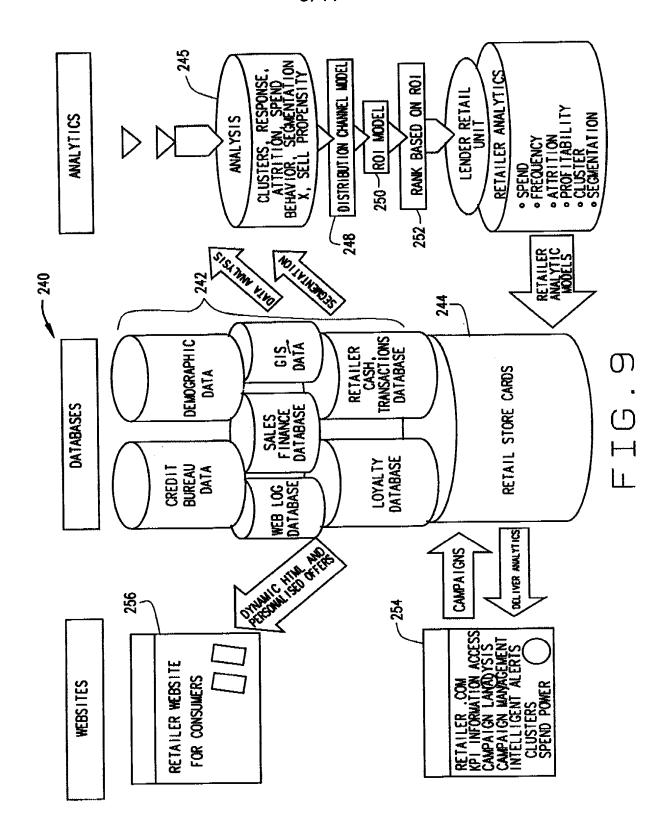


FIG.8

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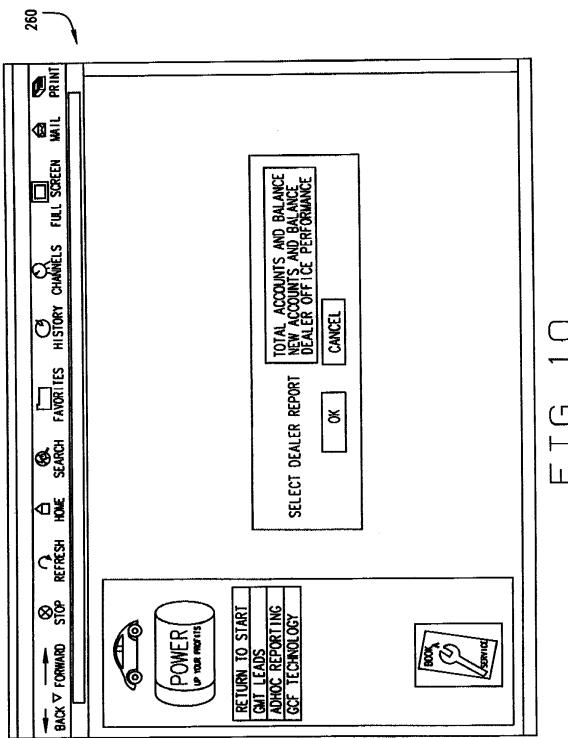
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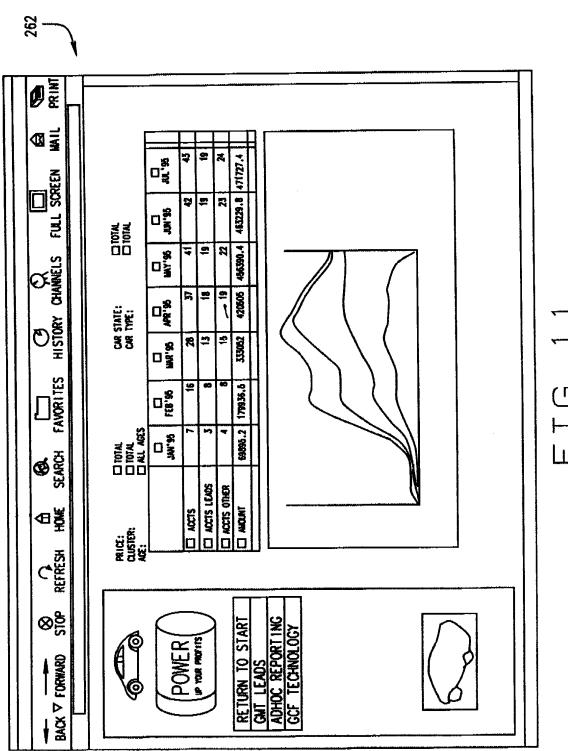
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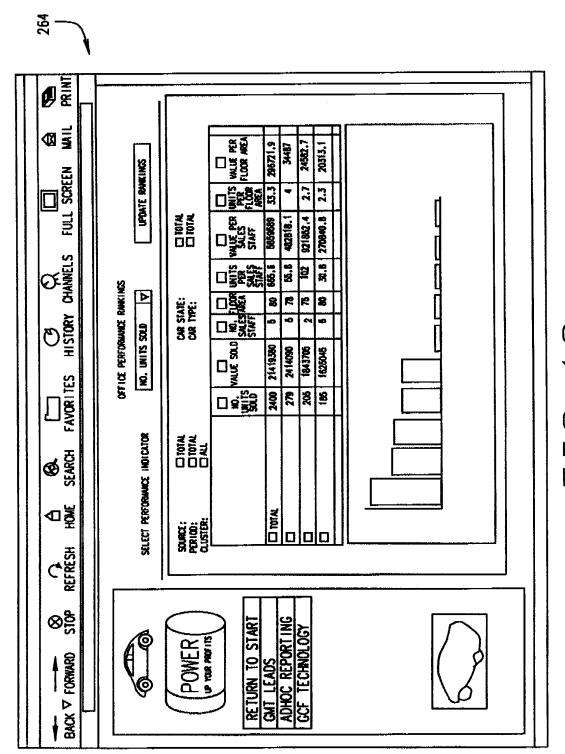
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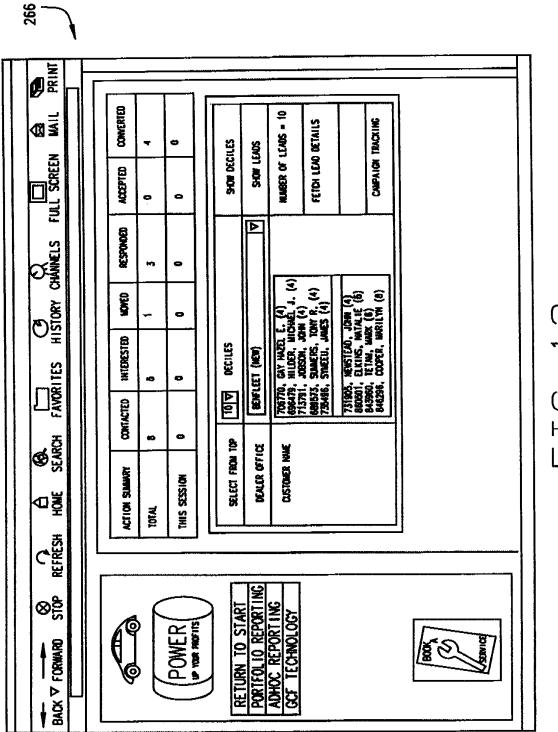
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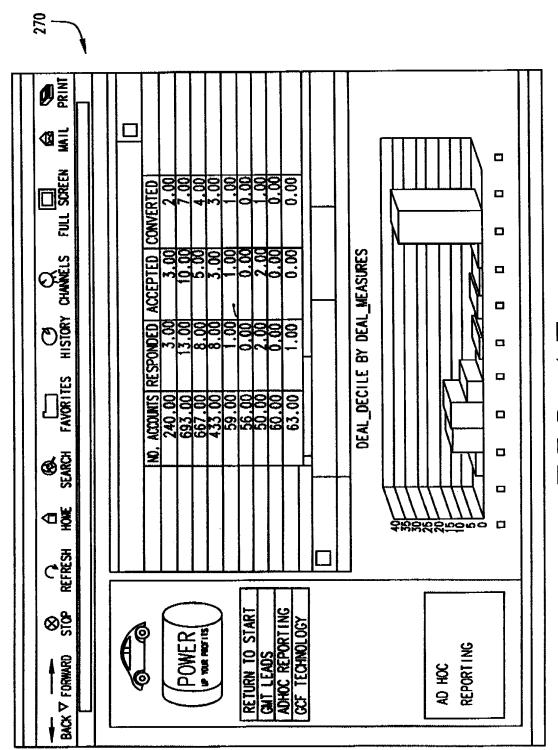
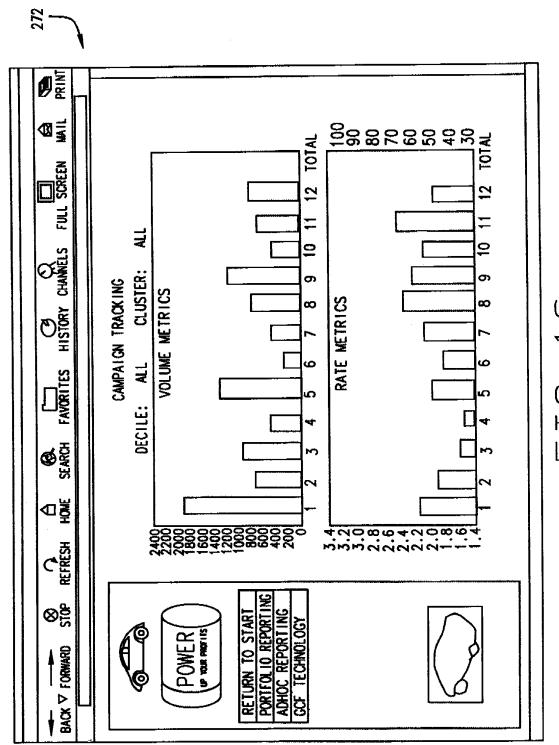


FIG. 15

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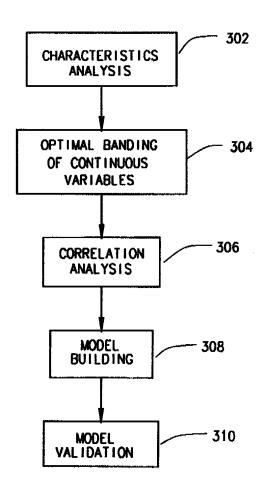


FIG. 17